



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

February 13, 2017

TO: ALL OFFERORS

FROM: DENNIS J SMITH
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: **ADDENDUM TO REQUEST FOR PROPOSAL
CONTRACT NO. GSS17557-CYBER_SECUR
CYBER SECURITY AND DISASTER RECOVERY STAFFING AND SERVICES**

ADDENDUM #1

This addendum provides a list of vendor questions and the state's responses for the solicitation to Contract No. GSS17557-CYBER_SECUR.

Q1. General – What is the total budget limitation of this RFP?

A. There is no budget limitation on this RFP; it is for as needed staffing services. This RFP will set up the mechanism to utilize the awarded vendors for future projects, whose scope and budget have not been established yet.

Q2. General – Please share the details of the incumbents or vendors currently providing the same services along with last year's expenditure?

A. Information regarding the current contract can be found online at:
http://contracts.delaware.gov/contracts_detail.asp?i=2276

Q3. General – Kindly share the names of the public agencies intensively using this contract for their staffing solutions?

A. The contract is open to all agencies. Below are the heaviest users in the past few years: Department of Technology and Information, Department of Finance, Public Defenders Office, Various School Districts, Department of Health and Social Services.

Q4. Is there a way for the State to waive the Business Reference requirements, Attachment 6? At the moment VENDOR has only personal experiences.

A. No.

Q5. If we cannot respond as a prime, could you provide us a list of primes that work in the State of Delaware?

A. This is an open and active solicitation. All vendors should carefully review the scope of work and respond accordingly.

Q6. We are incorporated in the State of Maryland as an LLC. Your attachment 2 requires a State of Delaware license number. Is this required for Out of State Firms?

A. Yes, Refer to Section VI, Definitions and General Provisions paragraph 25, STATE OF DELAWARE BUSINESS LICENSE.

Q7. Is this RFP a new requirement? If not who are the incumbents?

A. This is not a new requirement. Information regarding the current contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=2276

Q8. Is this an ID/IQ contract?

A. This is a term contract for as needed services with no guarantee of business.

Q9. Can vendors submit a response to one section, and further, one subsection within a section? Section B, Information Technology Disaster Recovery Services, calls out unique areas of support – GANTECH would like to know if we can respond to B.1 only (Virtual Infrastructure recovery). If so, how would our response be evaluated since several Section IV. E. items seem to align with the RFP Staffing request (A) which we are not interested in responding to (e.g., 4, 5, and 6).

A. Yes, it is perfectly acceptable to respond to only one section of B.

Q10. Are we penalized if we don't still have the contractor if/when we win the bid?

A. No as long as there is an acceptable replacement.

Q11. If we do not have the contractor at time of winning bid, do we have time to replace that person?

A. Of course.

Q12. Does the contractor need to work on site at location, or is remote an option?

A. The projects normally call for a mix of both. It is typical to have kickoff and closure meetings face-to-face but some of the work will lend itself well to offsite work. Other projects, such as a physical penetration test may be 100% on site.

Q13. Does the contractor need to be a US Citizen, or are H1B/TN Visas acceptable?

A. All personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.

Q14. Can VENDOR be a re-seller for:

B. Information Technology Disaster Recovery Services:

The State of Delaware is seeking to update our existing IT disaster recovery solutions to ensure that it meets the needs of our evolving business. The State is seeking to identify one or more hosting facilities/solutions that can provide the necessary equipment, space, connectivity and security management to restore technology services in the event of an IT outage. The State is soliciting qualified service providers that can demonstrate highly scalable infrastructure resources that can be adjusted on-demand based on workloads associated with virtual services, HP-UX SuperDome, IBM Mainframe, and Print to Mail Recovery. To qualify for review the company must provide evidence of Disaster Recovery Services using at least one of the following minimum recovery solutions:

A. Unclear what is meant by re-seller? It is permitted for them to be a sub to another prime contractor, or vice versa. See pp 59-60 for more information.

Q15. For each of the positions listed, will they be a full year full time equivalent or will this be an as needed requisition?

A. This is not a full time equivalent, it is as needed based on project needs.

Q16. For each of the positions listed, will the work performed be done at the state's offices or off-site?

A. See answer to question #12.

Q17. Will there be a pre-solicitation meeting held for interested vendors?

A. As stated in the RFP section V Mandatory Prebid Meeting, A mandatory pre-bid meeting has not been established for this Request for Proposal.

Q18. Where is the place of performance in Delaware (cities)?

A. This contract covers the entire State of Delaware.

Q19. Are services performed in areas outside of Delaware? If so, what other cities?

A. This is a State of Delaware contract, there will be no areas outside of the State.

Q20. I see that reporting of Diverse Suppliers is required but don't see any specific requirements, could you elaborate on the percentages and if this contract will have any specific requirements.

A. There are no diverse supplier goals. The report is for informational purposes only.

Q21. Regarding the referenced RFP, I have a question about scoring and proposal contents:

In Section IV, E – Criteria and Scoring (p. 16), Evaluation Criterion #4 is Education and Certifications. This criterion addresses “Proposed Personnel”, however, I do not see any section where resumes are required for submittal in our Proposal. Can you clarify in which section of our Proposal we should include resumes?

A. Information regarding “proposed personnel” would fall under #2 of Attachment 12, Proposal Reply Requirements.

Q22. Regarding the referenced RFP, I have an additional question about scoring and proposal contents:

In Section IV, E – Criteria and Scoring (p. 16), Evaluation Criterion #5 is Communication and People Skills. This criterion addresses “Proposed Staff” and examples of their experience facilitating projects, managing teams, etc. Can you clarify in which section of our Proposal we should include resumes? Can you clarify in which section of our Proposal we should include these examples?

A. Information regarding “proposed personnel” would fall under #2 of Attachment 12, Proposal Reply Requirements.

Q23. In Section IV, D – Requirements of the Vendor (p. 16), “Financial information (balance sheets and income statements) for the past three years” – can you confirm that these are required for the Prime Vendor only? Or are they required for all Subcontractors that we may propose with?

A. Financial information is required from all vendors formally responding to the solicitation.

Q24. Is it possible to bid on Staffing Support (Task a) and not bid on ‘Information Technology Disaster Recovery Services (Task b)

A. Vendors are not required to bid all sections in order to be considered. Carefully read the entire Scope of Work and Appendices for full requirements.

Q25. In addition to completing the required forms and providing a cover letter, is a narrative response to address *Section III Format for Proposal, G. Description of Services and Qualifications* as well as *Attachment 12 #2* expected? If so, are there any page limitations?

A. Proposal responses should respond to all requirements outlined in the solicitation. There is no limit to the number of pages that can be submitted; however, proposal response should be concise. See related question #132.

Q26. Can subcontractors provide Business References on Attachment 6?

A. Yes, the subcontractor can submit business references. Notate at the top of Attachment 6 which company the references are for (responding vendor, subcontractor A, etc.).

Q27. Is DTI willing to extend the response time of this bid?

A. The solicitation response time will not be extended.

Q28. Given this is a multi-award contract with no guarantee that awarded Contractors will be engaged to perform work, can the State please clarify if Contractors will be able to furnish the \$200,000 performance bond, as described in section III.L on Page 8, upon award of a statement of work issued under the contract?

A. All awarded vendors will be required to present a performance bond in the amount of \$200,000.00.

Q29. Is there an approved budget or planned projects in 2017? Can you elaborate as the performance bond requirement is fairly expensive?

A. We are in the midst of budget approvals now and regrettably, we will not have the final budget before the RFP closure date. This is a term contract for as needed services with no guarantee of business.

Q30. In reference to the PERFORMANCE BOND REQUIREMENT. Is there precedence within the State to waive this requirement? If so, will State consider waiving this requirement?

A. No.

Q31. Can the State provide word versions of the PDF proposal for ease of completing required forms?

A. All of the forms are in the RFP.

Q32. Does the State currently have a contract fulfilling the services requested in the “A. Staffing” section of this request? If so, how many incumbent vendors are there currently?

A. Yes, Information regarding the current contract can be found online at:
http://contracts.delaware.gov/contracts_detail.asp?i=2276

Q33. Are there any minority, women, or small business enterprise goals for this initiative? If so, are those M/WBE or Small Business firms given preference?

A. No, no preference is given.

Q34. Does the State anticipate awarding multiple vendors for the “A. Staffing” portion of the RFP?

A. Yes; however, the State reserves the right to award the contract in the best interest of the State.

Q35. What is the expected contract value for each vendor for the “A. Staffing” section of this contract?

A. We do not have a predetermined contract value for each vendor, contract will be for as needed project work.

Q36. Does the State offer a “conversion fee/percentage” to Contractors who have their consultants converted to full time employees of the State?

A. No

Q37. What is the expected volume of State requisitions per year for the “A. Staffing” section of the RFP?

A. This is a term contract for as needed services with no guarantee of business.

Q38. What is the average anticipated length of an assignment (6 months, 1 year, etc.) for the “A. Staffing” portion this contract?

A. Assignment length will vary, based on the scope and duration of the project.

Q39. How many vendors does the State anticipate awarding for “A. Staffing”?

A. Unknown

Q40. What is the anticipated volume of State requisitions per job category for “A. Staffing”?

A. This is a term contract for as needed services with no guarantee of business.

Q41. How many candidates/resumes is a Contractor allowed to submit to a single position solicitation for “A. Staffing”?

A. Vendor will be bidding on project work and can submit as many candidates/resumes as you wish.

Q42. Is the State open to Skype interviews? If so, in what context would the State allow a Skype interview?

A. Yes, State will use Skype meetings to discuss a Statement of Work submitted for a project.

Q43. In section III Format for Proposal -K. Bid Bond Requirement (pg. 8) it is mentioned that there is not a performance bond and the Bid Bond Requirement is being waived. On page 51 of 61 a performance bond is shown. Please provide clarification on different bond requirements.

A. The Bid bond has been waived. The performance bond is still require as stated in the RFP.

Q44. In section III Format for Proposal-L. Performance Bond Form (Pg. 8): Are subcontractors required to provide a performance bond?

A. Only the prime contractor is required to submit the performance bond.

Q45. In section III. Format for Proposal. N. Proposal Expiration Date (pg. 9)-The proposal states prices must be fixed for term of contract. Delaware reserves the right to ask for an extension. How long does Delaware have the right to ask for an extension?

A. This solicitation is for two (2) years with the option to extend for three (3) one (1) year periods as stated in the RFP.

Q46. In section IV Proposal Evaluation Procedures: Requirements of the Vendor (pg. 16). Three references are required at similar services, what is considered similar service? Can the level of effort be specified and confirmed.

A. Similar services could be any service that you have provided to another company for these job classifications.

Q47. In Section IV Proposal Evaluation Procedures. D. Requirements of the Vendor (Pg. 16). Is there a length requirement for history or experience?

A. No

Q48. In Section IV Proposal Evaluation Procedures. D Requirements of the Vendor (Pg. 16). Are all the requirements of the Vendor including financials applicable to the subcontractor?

A. No

Q49. In section IV Proposal Evaluation Procedures. E. Criteria and Scoring (pg. 16) – Please clarify what cyber security/disaster recovery best practices standards are expected? Or is the expectation that the vendor will assist the state in establishing best practice standards and benchmarks applicable to the network described in the Scope of Work?

A. The State has standardized on ISO/IEC 27001 and the NIST Cyber framework.

Q50. Under Criteria and Scoring. Evaluation Criteria (pg. 16). Is there a format for the proposed personnel? Are all labor categories requiring resumes?

A. No, no resumes need to be submitted except in project SOW's.

Q51. In Section V (Pg 17) there is a “Mandatory Prebid Meeting, Could you provide an estimated time and location?

A. As stated in the RFP there is no pre-bid meeting.

Q52. In Section VI Definitions and General Provisions B.12 (pg. 21) – will a tax exemption certificate be provided?

A. Yes.

Q53. B General Provisions. 17. Price adjustment (pg. 23) For the three one year options can prices be adjusted? If so, is the prime able to propose a new price, an escalation, etc. how will the escalation be determined?

A. Yes, the escalation will be no greater than the current CPI-U index.

Q54. 22. ACA Safe Harbor (pg. 16 & 24). What is the ACA Safe Harbor Additional Fee?

A. The Additional Fee, is the fee required by Federal Law to ensure the State receives the Safe Harbor exception.

Q55. In Section VI Definitions and General Provisions B.18 (pg. 23) – Do we bid freight on individual order RFPs? How is that handled?

A. This is a term contract for as needed services with no guarantee of business for project work. If products are required for a project that are not available through an existing state contract, the cost of delivery is to be factored into the price quoted for the project.

Q56. In Section VI Definitions and General Provisions B.24 (pg. 24) – Please clarify if the Insurance requirements are for subcontractor too?

A. Insurance requirements apply to the awarded vendor(s) as they are the contract holder(s).

Q57. In Section VI Definitions and General Provisions B.38 (pg. 29) – Delaware sole judge of “reasonable” – will timeframes be defined for individual work orders?

A. Yes

Q58. On Attachment 12 Proposal Reply Requirements (pg. 53) 3. Attachment 2 – are subcontractors required to have notarized Non-Collusion Agreement as well as other required forms?

A. Only the prime will need to submit the notarized Non-Collusion Agreement.

Q59. In the SOW section f. Disaster Recover Specialist (pg. 54): see below excerpt in reference to sub-contracting. It is stated to negotiate best deals with disaster recovery service providers. Question-Could we identify other sub-contractors that provide better service or value over life of contract? They state that subcontractors can be changed with approval of state. What are the factors used to determine whether we can change subcontractors or not?

A. The section actually reads: “Negotiate/contract with key disaster recovery, data storage, and hot/cold site industry providers.” This action would be within the scope of the project and include such things as designing, testing, improving, and implementation of disaster recovery plans.

This is separate from changes in subcontractors. Should an awarded vendor wish to add or change out a sub-contractor during the course of the awarded contract, they will need to submit the subcontractor form along with brief history on the proposed subcontractor and three references.

Q60. Appendix A under detailed requirements (pg. 54) references an excel spreadsheet Appendix C – Could this attachment be provided?

A. Appendix C is loaded in the solicitation.

Q61. Appendix A under detailed requirements (pg. 54) Hourly rates – can we provide on and off site rates?

A. Vendor should list hourly rates per job classification regardless if onsite or offsite.

Q62. Appendix A under detailed requirements (pg. 54) Are there education requirements for the categories?

A. No

Q63. . Is there an incumbent contractor performing this work currently? If so, who is the incumbent?

A. Information regarding the current contract can be found online at:
http://contracts.delaware.gov/contracts_detail.asp?i=2276

Q64. Is this a recompetete of a previous effort or a new effort?

A. It is a re-bid of a current contract.

Q65. If this is a previous effort, what is the previous contract value?

A. Information regarding the current contract can be found online at:
http://contracts.delaware.gov/contracts_detail.asp?i=2276

Q66. How many positions does this effort require? Are the 21 positions listed on the cost spreadsheet the correct amount of positions? Or is this a bid by effort multi-task order vehicle?

A. Bid by effort, vendor would have the flexibility to bid on projects of interest.

Q67. If this is a previous effort, what was the estimated spend for the previous year?

A. Information regarding the current contract can be found online at:
http://contracts.delaware.gov/contracts_detail.asp?i=2276

Q68. If this is a new effort, what is the estimated spend by year?

A. Information regarding the current contract can be found online at:
http://contracts.delaware.gov/contracts_detail.asp?i=2276

Q69. Is all work to be performed onsite, can remote work be done (i.e. Penetration Testing?)

A. Plan on both scenarios; it depends on the requirements of the project.

Q70. How many contractors were employed on the previous contract, how many are expected for this contract?

A. Information regarding the current contract can be found online at:
http://contracts.delaware.gov/contracts_detail.asp?i=2276

Q71. Based on page 58 section 8, is this a task order type award where all efforts are bid as task orders

A. Yes, this is project work.

Q72. On Attachment 6 (Business Reference Form) it says not to include any State Employee as a business reference. Does this only apply to Delaware State employees or all state employees?

A. All Employees of the State of Delaware. We welcome references from other states.

Q73. Does DTI want a 3rd party to own the hardware used for delivering The DTI virtualized data?

A. Yes.

Q74. Does the DTI virtualized data need to reside on dedicated DTI exclusive use hardware?

A. Yes.

Q75. Does the state want full control of just the VMware virtual instance or the ability to access both physical hosts and virtual instance via a secure, out-of-band management console?

A. State wants the full control of the virtual infrastructure including the physical hosts.

Q76. Please provide Impression volumes by category (include cycle – daily, monthly, etc.):

Cut-sheet versus continuous forms-

Simplex/Duplex

Monochrome and/or color

A. Cut-sheet versus continuous forms-

We only use cut-sheet and print on 8 ½ x11 or 8 ½ x14 and cardstock 8 ½ x 11

Daily – 5,000 – 30,000 letters, Monthly- 275,000-300,000 letters)

Simplex/Duplex

We print both simplex and duplex jobs depending on the jobs

Monochrome and/or color

We only print black & white – no color

Q77. Please provide Package volumes by envelope type (include cycle – daily, monthly, etc.):

#10 envelopes

6x9.5 envelopes

Flats

A. #10 envelopes

Most of all our jobs are inserted in #10 envelopes

Daily – 5,000 – 30,000 letters, Monthly- 275,000-300,000 letters)

We have two jobs that is stuffed in #11 envelopes with one job having a #9 return envelope (twice a month job) 2,700-20,000 letters

6x9.5 envelopes

Unknown

Flats

We do have jobs that are required to be separated by hand and inserted into a manila envelope (10x13/12x15 or a box depending on the size of the job) We also place return labels and to labels for this. (2-5,000 letters)

Q78. Is mail piece tracking required? If so, will output files need to be returned to the state in a specific format?

A. Yes, MRDF documentation.

Q79. Are there any special handling requirements? Manual, box and ship, certified mail?

A. We do have manual hand-stuffing jobs that require to be hand-sorted, boxed or enveloped and use return labels and to labels.

Q80. What is the expectation for management of proposed personnel? It does not appear that there are any key positions or supervisor positions on this contract?

A. Overall management of contract personnel will be done by the state personnel.

Q81. Is there any required annual training for State Contractors (CBTs or other?) If so, please list.

A. Not for project work. Staff Augmentation, yes.

Q82. What are the current Cyber Security policy and practices?

A. Not needed to answer RFP, RFP intent is for project work.

Q83. How many people currently support the Cyber Security initiative?

A. Not needed to answer RFP, RFP intent is for project work.

Q84. Provide the profile of systems and locations that would fall under the Cyber Security Initiative to include network architecture, hardware and standards

A. Not releasable until contract start up.

Q85. What are the current deficiencies in the Cyber Security plan?

A. Not releasable until contract start up.

Q86. Can you provide a copy of the current disaster recovery plan for the state?

A. Not releasable until contract start up.

Q87. Can you provide a copy of the current continuity of operations plan?

A. Not releasable until contract start up.

Q88. What are the current deficiencies in the COOP Plan?

A. Not releasable until contract start up.

Q89. What is the volume of locations and staff for each of the agencies where such services will be provided?

A. Not needed to answer RFP, RFP intent is for project work.

Q90. While the agencies listed may be exempt from this procurement vehicle, do they have the option to purchase such services from this contract vehicle?

A. Yes.

Q91. Will Computer and workspace be provided for proposed staff? Will the contractor be required to provide equipment for the proposed staff?

A. If work is performed on site, State will provide computer and workspace.

Q92. Is Appendix C available? It is not attached to the RFP (ends at Appendix B.)

A. Appendix C is posted with the solicitation.

Q93. Are there any limitations with respect to year's that can be counted as experience (i.e., last three years)?

A. No.

Q94. Is there a specific listing of required education, certifications and experience for each position?

A. No.

Q95. Will there be a published list of interested bidders/Vendors?

A. There will be a proposal received list posted to the solicitation once all of the proposals have been received.

Q96. Are there any anticipated Surge Requirements? How does the State plan to address additional needs not in the original scope?

A. Unknown. The contract is set up to expand/contract based on the business need.

Q97. Will the awardee receive any notice prior to award to apply for the proper state licensing?

A. The awarded vendors will be notified prior to contract start-up.

Q98. Is there an established list which already exists for "reasonable" promptness? Can it be shared prior to award?

A. Assuming this question is in reference to 38. Schedule for Performance of Work, the individual project requests will include a timeline.

Q99. Will this contract be considered a part of Large Public Works?

A. No.

Q100. Are any of the positions on this contract deemed Service Contract Act positions? Is there a list of prevailing wages?

A. Please refer to Section 47. Prevailing Wage

Q101. For the applicable job categories are there any other requirements other than the years of experience? More specifically, is there a listing of minimum required education, certification or experience? Shall we assume that all certifications are required of all levels or only particular levels?

A. The certifications listed in the RFP are not required, but very beneficial for all positions.

Q102. The text indicates that the personnel shall possess experience with the operating systems, hardware, and software used by the State of Delaware. Then throughout the detailed descriptions of the job skills, there are at times specific IT equipment stated (for example, under section B). While it is likely extremely difficult to list all of the operating systems, hardware, and software used by the State of Delaware, is it possible to list any of the more unique hardware or software assets similar to the items in Section B so that we can ensure we have experience with the type of systems even if we do not have specific experience with the State of Delaware?

A. Not releasable until contract start up.

Q103. Are there existing technical exhibits or anticipated workloads available?

A. No.

Q104. When and what will determine if CISSP and SANS Certifications are required? If they are required, will it be at contract award or will a time period for obtaining the certifications be permitted? If required after contract award, will the State pay for course and time required to complete the course?

A. Certifications are not required but will help in the overall rating of the bidders. The state will not pay for this.

Q105. When and what will determine if CISSP, CISM, CISA and SANS Certifications are required? If they are required, will it be at contract award or will a time period for obtaining the certifications be permitted? Who will bear the responsibility for course costs and time expended?

A. Certifications are not required but will help in the overall rating of the bidders. The state will not pay for this.

Q106. What specific certification and education requirements exist for the Continuity of Operations Specialist, if any (i.e. PCP-1, PCP-2, DRII, ABCP, etc.)?

A. Certifications are not required but will help in the overall rating of the bidders. The state will not pay for this.

Q107. The Continuity of Operations Specialist is required to be able to negotiate/contract with key state partners and hot/cold site industry providers. To what extent is the vendor 1) authorized to negotiate/contract on behalf of the State; 2) are there any warm sites included in this RFP; and 3) what are the current industry partners involved in maintaining these sites?

A. This is part of the basic job description and not necessarily a duty of the job. All work is project work.

Q108. COOP is typically considered a continuous planning cycle, however the State COOP roadmap indicates a defined end state. Is this position intended to exist for the full length of the performance period?

A. Vendor would be hired to perform a certain project, with a defined start and end.

Q109. Will the COOP Specialist be linked with the DoD and National Guard entities in the State to include Dover AFB, New Castle ANGB and others? Will this require a security clearance? If so, what level of clearance will be required?

A. No.

Q110. During a continuity event will the COOP specialist be operating from the State Emergency Operations Center or similar continuous operations facility and do surge operations beyond the 1 FTE need to be considered in pricing?

A. No. Again work is project work.

Q111. 6. Does the term "client agencies" include county and municipal agencies? Approximately how many Continuity Coordinators will the COOP specialist be responsible for working with?

A. Client agencies could include any government agency. This contract will be used for project work and the number of Continuity Coordinators will depend on the scope of the project.

Q112. It is understood that version (6.1) of the CIS Top 20 Critical Security controls will be used for the purposes of this proposal. Will awarded vendors have an appropriate response time to conform to the list if different controls reach the Top 20 over time?

A. Note the areas of non-compliance in your reply and your plan and timeline to reach compliance.

Q113. Is every person on the contract required to attend DTI Orientation? How long is the Orientation? Is this time billable to the contract?

A. Not for project work. Staff Augmentation, yes.

Q114. The contractor shall bid to provide IT security staffing services based on the unique requirements derived at the time of the need. Is the expectation that our daily bid rate would be at or lower than our proposed rates listed in the pricing file for this proposal? For example, a distinction between on-site or off-site staff could drive the pricing lower or higher, so in our pricing for this proposal, shall we bid the maximum rates we expect for a worst-case scenario?

A. The daily rate will be at the proposed bid rate or lower, but cannot exceed the proposed bid rate. We cannot advise on how to bid the solicitation.

Q115. As a prime contractor, may we submit a subcontractor for approval to perform, throughout the period of the contract if not originally proposed?

A. Yes.

Q116. Reporting of Diverse Suppliers is required but don't see any specific requirements, could you elaborate on the percentages and if this contract will have any specific requirements.

A. There are no diverse supplier goals. The report is for informational purposes only.

Q117. What are your RTO's for the Virtual, HP-UX, and Main Frame recovery?

A. The requested details are not releasable at this point in the process. Please respond to the RFP with your best capabilities.

Q118. What are your RPO's for the Virtual, HP-UX, and Main Frame recovery?

A. The requested details are not releasable at this point in the process. Please respond to the RFP with your best capabilities.

Q119. What are the requirements for the following recovery ask's: (CPU, RAM, Disc, MIPS, LPAR's, DASD in TB, Software version etc)

- Virtual Environment:
- HP-UX Environment:
- Main Frame Environment:

Print to Mail recovery:

A. The requested details are not releasable at this point in the process. Please respond to the RFP with your best capabilities.

Q120. What type of connectivity is required?

- Internet VPN
- Private Line

A. The requested details are not releasable at this point in the process. Please respond to the RFP with your best capabilities.

Q121. How many applications are you standing up in DR mode?

A. The requested details are not releasable at this point in the process. Please respond to the RFP with your best capabilities.

Q122. Can you provide a full inventory of all hardware identified by each application?

A. The requested details are not releasable at this point in the process. Please respond to the RFP with your best capabilities.

Q123. Section I.A.6 – Is there any overlap or relationship between this contract and DTI16630-ITSTFFSVCS? The latter covers general IT staffing through the DE Department of Technology and Information for a wide variety of staffing position types and we are an awarded vendor on that contract.

A. This RFP is for project work. The other referenced contract is for Staff Augmentation.

Q124. Section III.L – If a vendor only intends to propose on the staffing component of this RFP (which consists only of providing hourly rates with no definition of scope), will a performance bond still be required?

A. Yes, the performance bond will still be required.

Q125. Section III.X – If a vendor has previously submitted a non-collusion statement (Attachment 2) as part of previous proposals, is it acceptable to submit the same statement again with this proposal or does a new one need to be completed?

A. A Non-Collusion Statement is required with all proposals.

Q126. Section IV.E – This is not mentioned in the evaluation criteria, but will any preference be given to vendors who qualify as a WBE/MBE/DBE?

A. No preference is given for vendors who qualify as WBE/MBE/DBE.

Q127. Section VI.B.24 – If a vendor only intends to propose on the staffing component of this RFP, does Product Liability insurance apply?

A. All awarded vendors must have all insurance requirements as stated in the RFP.

Q128. Two of the positions, Disaster Recovery Specialist and Continuity of Operations Specialist are already part of contract DTI16630-ITSTFFSVCS and GSS12597-IT_SERVICES.

a. What, if any, are the differences in these positions between the RFP and positions in the other contracts?

b. Do we need to respond to this RFP in order for us to continue to be able to submit candidates against these job titles?

A. a. Section I.A.6 of this RFP includes, “*Vendors shall be advised that the State, at its sole discretion, shall retain the right to solicit for goods and/or services as required by its agencies and as it serves the best interest of the State. As needs are identified, there may exist instances where contract deliverables, and/or goods or services to be solicited and subsequently awarded, overlap previous awards...*”

b. Any vendor that does not respond to this RFP will not be eligible to perform work as a primary vendor under this contract. The determination to use this contract or another contract for subsequent project work shall be in accordance with section I.A.3 of this RFP and reside solely within the State of Delaware.

Q129. Do we have to respond to all of the job titles and services listed in the RFP in order to be considered responsive to the RFP? Can we just submit prices for several (not all) of the job titles and be considered for award or, are we required to submit for all items listed in the RFP?

A. Vendor does not have to submit prices for all of the job titles.

Q130. For each of the positions listed, will they be a full year full time equivalent or will this be an as needed requisition?

A. This is a term contract for as needed services with no guarantee of business.

Q131. For each of the positions listed, will the work performed be done at the state's offices or off-site?

A. Depends on the project, some offsite some onsite.

Q132. There are many categories of expertise requested, are you expecting a bid on all the positions?

A. You can bid on only those areas where you have the necessary experience and expertise.

All other terms and conditions remain the same.



GOVERNMENT SUPPORT SERVICES – CONTRACTING

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